



Step 2: Plan

Action Plan Library

Use this library to identify potential controls and actions that can help reduce psychosocial risks and support mentally healthy work.

Psychosocial hazard If this hazard is identified in your workplace	Possible actions These are some ideas of actions you can take
Job demands	• Conduct a realistic workload review and redistribute tasks where needed to match what is achievable and reasonable • Involve workers when setting deadlines • Introduce built-in 'buffer time' for unexpected work • Set strict limits on workload • Set minimum break requirements • Establish a system to prioritise tasks by urgency and importance
Low job control	• Offer flexible work hours where possible • Replace rigid ways of working with self-managed task lists • Identify and reduce unnecessary approvals for routine work • Ask for worker input before introducing new processes or tools • Encourage workers to suggest and trial better ways of working • Provide opportunities for workers to take ownership of tasks or projects



An initiative of the WorkCover Board Tasmania, delivered by WorkSafe Tasmania



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Poor support	• Establish regular 1:1 check-ins with all workers (including leaders/supervisors/managers) • Introduce a peer support/buddy system • Provide and promote clear escalation pathways for issues • Train managers and leaders in active listening and supportive conversations • Make sure new staff get clear, structured support when they start
Lack of role clarity	• Make sure there is a written position description for every role • Review and update position descriptions regularly • Meet with workers to clarify responsibilities and expectations • Clearly define reporting lines and decision authority • Expand onboarding to include what the role involves and what's expected
Poor organisational change management	• Create a routine of regular updates to keep workers informed, even when workplace changes are small • Provide opportunities for workers to ask questions or raise concerns regularly (e.g. a standing agenda item in team meetings, a question/concern box in the workplace) • Share updates early, even if all details are not finalised • Be clear about what is changing, what is staying the same, and why • Have workers nominate a go-to person for questions or updates
Inadequate recognition and reward	• Celebrate team achievements (both effort and results) • Recognise workers formally (team meetings, newsletters/emails/online work groups etc) and informally (verbally) • Introduce an 'employee of the month' system • Review pay and allowances to reflect job responsibilities and workload • Discuss career opportunities and progression with each worker

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Poor organisational justice	• Develop a simple decision-making checklist for managers so rules are applied consistently for all workers • Document decisions and provide written explanations to affected workers • Run a short consultation process before workplace changes are made • Train leaders/supervisors/managers in fair decision-making and how to manage people • Set and communicate timeframes for responding to concerns (e.g. acknowledge within 2 days, action within 2 weeks) • Add specific questions about fairness and decision-making to worker surveys and exit interviews
Traumatic events or material	• Limit staff seeing trauma-related materials wherever possible • Assign private rooms for discussion of upsetting or traumatic materials • Provide formal trauma training for all workers who are exposed to traumatic material or conversations
Remote or isolated work	• Run a short survey or team discussion to identify remote work challenges and preferred supports • Regularly check in with remote workers • Schedule regular informal check-ins (e.g. weekly virtual coffee chats or team catch-ups) • Introduce a buddy check-in system for remote or isolated workers • Train leaders/supervisors/managers to recognise signs of isolation or distress
Poor physical environment	• Implement a system to log and resolve safety issues within set timeframes • Conduct regular checks of lighting, temperature and airflow • Review workspace layout to ensure adequate space for tasks • Inspect walkways and work areas to remove hazards • Schedule regular cleaning and safety checks of staff facilities • Conduct equipment audits, and repair or replace equipment as needed

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Violence and aggression	• Provide training for staff on managing aggressive or threatening behaviour • Develop and implement a policy outlining how to respond to aggression • Install and maintain physical safety measures (e.g. barriers, secure entry, clear exits) • Regularly consult workers about safety measures • Offer debriefing and professional support after distressing events • Display signage for customers and clients that outline a zero tolerance policy for violence and aggression
Bullying	• Implement a formal process for reporting and responding to bullying • Develop and share a clear policy outlining acceptable and unacceptable behaviour • Set and communicate timeframes for responding to complaints • Monitor and review bullying reports to identify patterns and risks
Harassment	• Implement a formal process for reporting and responding to harassment • Develop and share a policy with clear examples of unacceptable behaviour (e.g. sexism, racism) • Provide workers with training on recognising and responding to harassment • Set and communicate timeframes for responding to complaints
Workplace conflict	• Develop and share a code of conduct with clear behaviour expectations • Implement a process for reporting and addressing workplace conflict • Provide training for managers on identifying and resolving conflict • Introduce structured team discussions or mediation to resolve conflicts early



For more information and guidance, please see www.worksafe.tas.gov.au/mindsmatter